



**State of Louisiana**  
DIVISION OF ADMINISTRATION

**OFFICE OF STATE UNIFORM PAYROLL**

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COMMISSIONER OF ADMINISTRATION

October 31, 2001

OFFICE OF STATE UNIFORM PAYROLL MEMORANDUM #2002-24

TO: All ISIS HR Paid Agencies

FROM: Jena W. Cary  
Director

SUBJECT: EFT Bank Reversal Policy

The Office of State Uniform Payroll (OSUP) receives numerous requests from agencies to reverse an EFT payment due to an employee being overpaid or incorrect bank data being entered into ISIS HR. **This office's policy will be to allow the submission of an EFT bank reversal request if an employee is overpaid 80 hours or more and/or if the incorrect bank account number/routing number is sent to the bank.**

Agencies must contact a member of the Benefits & Financial Administration Unit (BFA Unit) to receive permission to request the reversal of an EFT payment. **Permission to submit a request only means the request will be reviewed, not that the bank reversal has been submitted.**

**After permission to request the reversal is given, the agency personnel must:**

- Fax the request on agency letterhead signed by the agency/department head to (225) 342-1650. Details must be provided of how/why the error occurred and what steps the agency is taking to prevent this error.
- The bank reversal request and the details of the error can be emailed to OSUP provided the agency/department head is copied on the email request.
- The request must include the employee's name, personnel number, pay date, and the net payment amount.

**After OSUP reviews the reversal request:**

- The agency will be notified of approval or denial.
- If approved, the agency must contact the employee to notify them that a bank reversal is being requested and that any remuneration information received by the employee for that payment will be incorrect.
- The employee must also be advised that there will be a delay in receiving a corrected check if any payment is due.

**OSUP will submit an EFT bank reversal request to the bank:**

- The money must be credited to our account before an ISIS HR Reversal and/or Off-Cycle check can be processed for the employee.
- Once OSUP receives the notification of credit, the agency will be contacted by OSUP to fax OSUP/F3 - Reverse and Reissue Employee Check/EFT, or in some situations, OSUP/F2 - Replacement Employee Check/EFT to (225) 342-1650.
- Please refer to OSUP Memorandum #2001-51 for procedures on how to complete these forms.

Agency personnel must correct all master data, time entry and/or bank data prior to OSUP processing the ISIS Reversal, OSUP/F3. Once it has been determined that this information has been corrected, OSUP will process the ISIS HR Reversal and contact the agency when it is okay to process an Off-Cycle if applicable.

For an employee that is overpaid less than 80 hours and is still working, OSUP advises the agency to set up a Recoupment in ISIS HR to withhold an amount, agreed upon with the employee, each pay period until the total overpayment has been recovered. Refer to On-Line Help, **Recoupment System - Overpaid Wages**, for complete instructions on setting up recoupments.

To receive permission to submit an EFT bank reversal request, please contact a member of the Benefits & Financial Administration Unit at (225):

Paula Rotolo	342-5357	Christi Sanchez	342-5345
Angel Vernon	342-5344	Penny Jones	342-5354

JWC:PAR/kmb